



# MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC # 274-2012

LETTER TO COMMISSION

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TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Kathie G. Brooks, Interim City Manager

DATE: October 24, 2012

SUBJECT: Condominium Ombudsman

The purpose of this Letter to Commission (LTC) is to advise you of the assignment of a Condominium Ombudsman in the City Manager's Office.

If you recall, Commissioner Libbin initially referred this subject to the Finance and Citywide Projects Committee (FCWPC) for consideration. The FCWPC considered the request at its April 2012 meeting, and the Committee recommended that the item be reviewed during the FY 2012/13 budget process. I subsequently proposed to fill the position with existing resources rather than create a new position. To that end, please note that Barbara Hawayek has been appointed to serve in this position. Ms. Hawayek has been with the City for approximately ten (10) years and has worked with different departments, and on Citywide initiatives, to improve the City's customer experiences. Ms. Hawayek most recently served as a resource to Building Department customers, assisting them with navigating departmental processes. She also assisted customers regarding the plan review process, serving as a facilitator with the other departments involved in the Building Development Process, including Fire, Planning and Public Works, to resolve issues raised by customers.

The Condominium Ombudsman's main functions include:

- Assisting condominium and/or co-op owners to navigate through the City's permitting process;
- Facilitating the resolution of condominium-related issues with outside agencies;
- Serving as a liaison between condominium or co-op owners, management firms and the City;
- Preparing quarterly reports to the Manager for distribution to the City Commission, regarding issues and opportunities; and
- Interacting with staff from various departments in order to resolve permitting, licensing, building or City Code issues.

By focusing on condominium or co-ops, this individual would become well versed in assisting this specific class of residents and will be most qualified to quickly and efficiently resolve any issues associated with condominium ownership.

We welcome Ms. Hawayek in this new assignment.

Please contact me if you have any questions.

KGB